

UNIVERSAL CLASS: CONNECTING TO UNIVERSAL CLASS AND UPLOADING DOCUMENTS TO THE LMS

We are excited to offer an eLearning option to all state employees through the State of Vermont Department of Libraries, called Universal Class! Universal Class is an online learning provider that has an extensive catalog of classes. The Department of Human Resources is working with the Department of Libraries to extend this benefit to State of Vermont employees. Universal Class does allow users to take up to 5 courses at any one time, with 6 months to complete a course.

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Requesting a State Library Card

To access the eLearning classes offered by Universal Class for free, you must have a State of Vermont or Vermont municipal library card. If you already have a card through your local library, you may use it to access Universal Class.

If you do not have a State or municipal library card, please go to http://libraries.vermont.gov/state_library/state_employees/card. This link will direct you to an online form where you can request a library card. Once the Department of Libraries receives your request, they will email a barcode to you that will allow you to sign up for classes immediately without having to wait for a card in the mail.

Universal Class Login

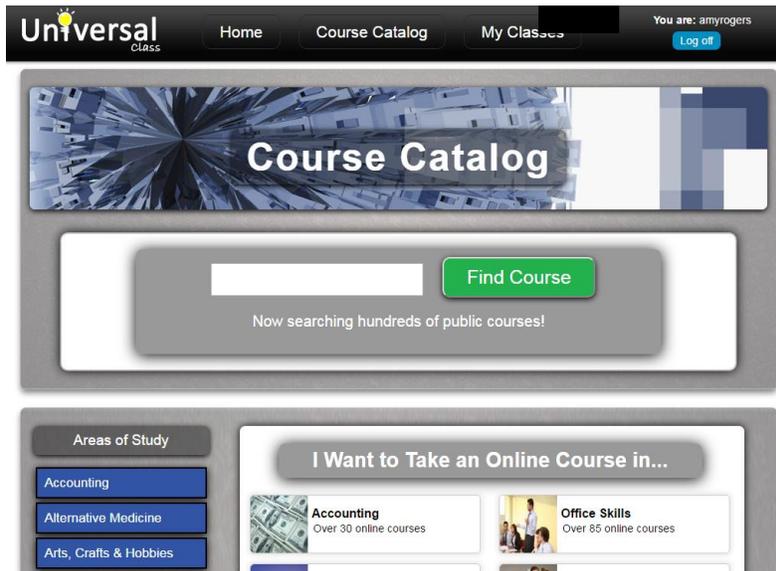
Universal Class for library card users can be accessed through <http://vermontstate.universalclass.com/barcode-login.htm?enter+code>.

The screen below will appear. You will need to follow the prompts to create your login information.

The screenshot shows the Universal Class login interface. At the top, there is a navigation bar with the 'Universal Class' logo and a 'Sign In' button. Below this is a search bar with a dropdown menu for 'AREAS OF STUDY', a search box containing 'Vermont State Library', and a 'GO' button. A prominent blue banner reads 'NEW USERS: Enter Your Library Card ID/Bar Code Number'. Below the banner, the text 'Enter Library Card Number:' is followed by an input field. A red arrow points to the right side of this input field. Below the input field is a green 'Go >>' button. At the bottom right, there is a link 'Already have an account?' with a 'Sign In' button. Logos for the Vermont Department of Libraries and RBdigital are visible at the bottom of the page.

Browsing for Courses

Once the login has been created, the following screen will appear. From here you can search for courses via Area of Study or Title. Universal Class offers more than 500 classes and many are relevant to SOV employees and their jobs.



After choosing an Area of Study, the system will show (see screen below) featured courses, as well as additional courses within that subject area. Click on the class you are interested in.



The screen below will appear. If it is a course you want to register for click on Join this Course. Some courses offer a Video Audit Available Option. This allows users to take a course without having to complete the assignments or read the materials. **Users will not receive a certificate for this Video Audit Available courses, therefore you will not be able to upload your certificate into the LMS or receive credit for attending the course. Only those courses that are fully completed will receive a certificate.**



After clicking on Join this Course, you will be brought to the following confirmation screen.



Video Only Mode

Courses with the Video Audit Available option will show the screen below. Here users can choose if they would like to attend the course in Video Only Mode or in Normal Course Mode. **As stated above, if you need to or wish to receive credit for this course in the SOV Learning Management System, you must take the course in Normal Course Mode. Video Only Mode will not provide a certificate.**

The screenshot shows the 'Manage Courses' interface. At the top is a 'Manage Courses' button with a gear icon. Below it is a 'Choose Course Mode' section for the course 'Constructive Feedback and Criticism'. A text box explains that the course offers a non-certificate VIDEO ONLY mode for those who only want to watch lesson videos and do not want to participate in other activities or receive feedback. Two options are presented: VIDEO ONLY MODE and NORMAL MODE (CEU CERTIFICATE). The VIDEO ONLY MODE option is marked with a red 'no' symbol and lists limitations: no assignments, exams, instructor support, class discussions, email, printable materials, CEUs, or certificates. The NORMAL MODE option includes assignments, exams, printable lessons, videos, instructor feedback, class email, discussions, CEUs, and a 70%+ grade requirement for a CEU certificate. Green buttons for 'Choose Video Only Mode' and 'Choose Normal Course Mode' are at the bottom. A small note at the bottom states: '* Please note: only a select few courses on UniversalClass (such as this one) have a "video only" mode.'

If you choose Video Only Mode, you will see the following screen. Click on Enter Course.



Universal Class will then display the Lesson Videos for this course. When done, click on Remove Me From Course. The class will be removed from your transcript. Universal Class only keeps records of Normal Course Mode classes in your transcript.

The screenshot shows the 'Lesson Videos' page for 'Constructive Feedback and Criticism'. The current lesson is 'Lesson 1: Introduction'. A video player displays a text overlay: 'Our goal with this course is to provide you with the knowledge to successfully, and effectively, give and receive constructive feedback, and to help create a positive and productive environment for these often difficult types of conversations.' A sidebar on the left lists 12 lessons, with 'Lesson 1: Introduction' highlighted. At the bottom, there is an 'All done?' button and a green 'Remove Me From Course' button.

Normal Course Mode

If you choose Normal Course Mode, the class will be added to My Classes. The screen below shows the status of your course, including the Number of Lessons Completed and Lessons To Go. Click on Enter to begin the course.



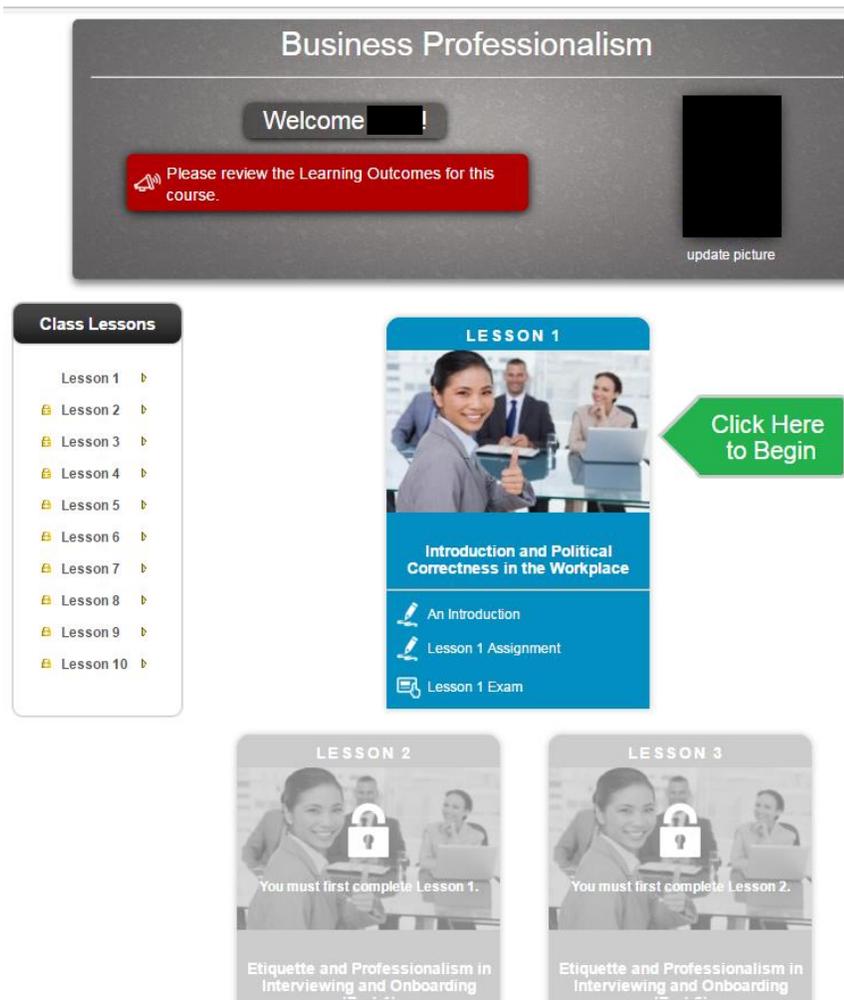
Business Professionalism

0
Lessons Completed

10
Lessons To Go

Enter Course

The screen below shows the lessons available for the course and the next lesson available. Click Here to Begin. Articles, Lessons, Assignments and Exams will follow. To complete the course and receive a certificate, you must complete all lessons.



Business Professionalism

Welcome [Name] !

Please review the Learning Outcomes for this course.

update picture

Class Lessons

- Lesson 1 ▾
- Lesson 2 ▾
- Lesson 3 ▾
- Lesson 4 ▾
- Lesson 5 ▾
- Lesson 6 ▾
- Lesson 7 ▾
- Lesson 8 ▾
- Lesson 9 ▾
- Lesson 10 ▾

LESSON 1

Introduction and Political Correctness in the Workplace

- An Introduction
- Lesson 1 Assignment
- Lesson 1 Exam

LESSON 2

You must first complete Lesson 1.

Etiquette and Professionalism in Interviewing and Onboarding

LESSON 3

You must first complete Lesson 2.

Etiquette and Professionalism in Interviewing and Onboarding

Click Here to Begin

Training Catalog of Universal Class Courses

Universal Class offers more than 500 courses in many areas of interest, including subjects not directly connected to work at the State of Vermont. The Department of Human Resources strongly suggests that you only take courses during work hours that:

- Have been either assigned, vetted or previously discussed with your supervisor, and
- Are directly connected and relevant to your work with the State of Vermont.

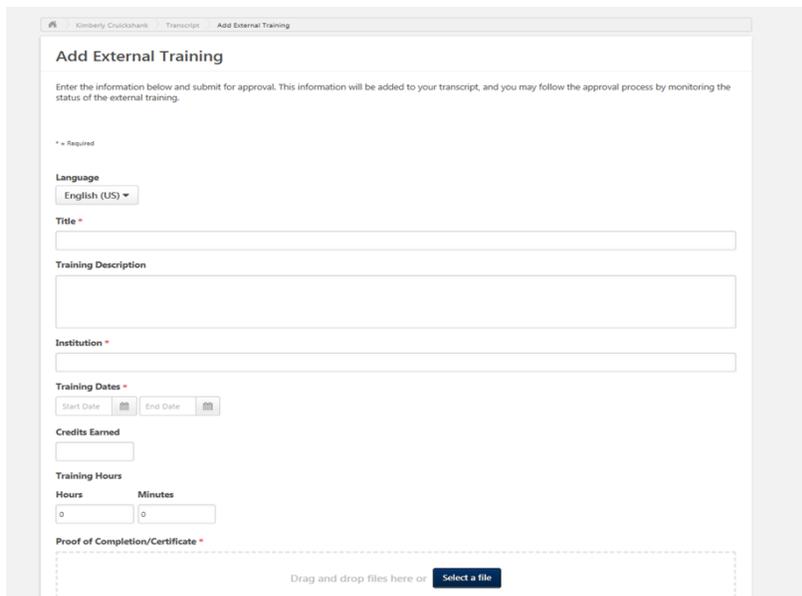
To provide some help with identifying courses that fit into SOV work, we have created a catalog of suggested trainings that are either relevant to all state employees or relevant to specific positions in the state.

The catalog can be found via this [link](#). (insert link here to catalog on website)

Upload an External Training Certificate

Users may add Certificates of Complete from Universal Class to their transcript that are related to their work as an employee of the State of Vermont. In addition, DHR offers external training partnerships with organizations that may require this step to be added to your transcript. External trainings added through the LMS connected to DHR do require approval from the System Administrator.

1. After completion of a training taken outside of those offered by the State of Vermont, you should receive a Certificate of Completion, either in person or via email or postal mail.
2. User will save the certificate on their computer.
3. Login to [SOV LINC](#).
4. Go to *Universal Profile > Transcript > click on Options > click on Add External Training*.
5. Once the Add External Training page is populated, additional information is requested in connected to the training, including a copy of a certificate of completion.



The screenshot shows a web browser window with the URL 'Kimberly Cruikshank - Transcript - Add External Training'. The page title is 'Add External Training'. Below the title, there is a brief instruction: 'Enter the information below and submit for approval. This information will be added to your transcript, and you may follow the approval process by monitoring the status of the external training.' A note indicates that asterisks denote required fields. The form includes the following sections: 'Language' (a dropdown menu set to 'English (US)'), 'Title' (a text input field), 'Training Description' (a larger text area), 'Institution' (a text input field), 'Training Dates' (with 'Start Date' and 'End Date' fields and calendar icons), 'Credits Earned' (a text input field), 'Training Hours' (with 'Hours' and 'Minutes' input fields), and 'Proof of Completion/Certificate' (a dashed box containing a 'Drag and drop files here or' prompt and a 'Select a file' button).

6. The external training will be added to your transcript once it is approved by the System Administrator.

Troubleshooting

- **Technical Requirements for Universal Class**
 1. An Internet connection
 2. A modern web browser. Specifically, Universal Class has been proven to work with the latest versions of most major web browsers, including the most recent releases of the following: Google Chrome and Mozilla's Firefox.
 3. JavaScript must be enabled on the web browser.
 4. Cookies must be enabled on the web browser for Universal Class domains.
 5. You must have a verified and working email address that you regularly check.
 6. If an online class has video segments, then you'll need broadband access and an HTML5 compliant (modern) web browser. However, all video transcripts are available online and viewing videos is not a requirement.
 7. Any required books are listed in the course syllabus. The course syllabus is available to the public online (browse to the course enrollment screen and click on the link 'view syllabus'). Books are not included in our online courses.
- **Pop-up Blocker** – Not all, but some computers may have difficulty with pop-ups. To enable pop-ups (this could be different depending upon the search engine). Go to Internet Options, Privacy, unclick Pop-up Blocker.
- **Who do I contact?**
 - For questions connected to Library Cards, Universal Class access or other library related questions, please contact Tom McMurdo, thomas.mcmurdo@vermont.gov or 802-828-6953.
 - For questions connected to the Learning Management System and uploading certificates, please contact DHR.CAPS@vermont.gov.